

EDITED KSA LISTING

CLASS: CORRECTIONAL CASE RECORDS AMINISTRATOR

NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.

#	Knowledge, Skill, Ability
	Knowledge of:
K1.	Comprehensive knowledge of sentencing, parole, and credit earning laws in order to provide appropriate direction to the case records staff statewide, respond to contacts from attorneys/judges/others, ensure offender's commitments are recorded properly, released and discharged on time, ensure timely Board of Parole Hearings, identify sentencing errors, develop Departmental policies and procedures, etc.
K2.	Advanced knowledge of the inmate classification process and purposes as it relates to case records processing in order to apply appropriate work credits, writing policies and procedures, etc.
K3.	Extensive knowledge of CDCR's overall activities, responsibilities and general functions in order to effectively communicate to others, develop Departmental policies and procedures, etc.
K4.	Extensive knowledge of administrative principles and practices in order to manage the case records operations, to interact with various divisions in the Department and other agencies, etc.
K5.	Comprehensive knowledge of documents, forms, and processes used in the establishment, maintenance, control, and disposition of the offenders' case in order to process offender movement and determine release/discharge dates, effectively communicate to others, identify impacts of new legislation and court decisions, manage the case records operations, contribute towards the CDCR's mission, etc.
K6.	Intermediate knowledge of training techniques, methods and planning in order to determine training needs, implement training programs, evaluate training results, ensure a qualified workforce, provide opportunity for upward mobility and meet the overall mission of the CDCR, etc.
K7.	Comprehensive knowledge of information disclosure statutes in order to appropriately disclose and release information, etc.
K8.	Comprehensive knowledge of CDCRs' automated record-keeping systems (e.g., Offender Based Information System [OBIS], Automated Release Date Tracking System [ARDTS], Revocation Scheduling and Tracking System [RSTS], CA Law Enforcement Telecommunications System [CLETS], Distributed Data Processing System [DDPS], etc.) in order to track release dates, notification and registration requirements, restitution, and other agency warrants, testing requirements, enhance existing systems as needed, etc.
K9.	Comprehensive knowledge of the manager/supervisor's role in the Department's Equal Employment Opportunity Program and the processes available to meet EEO objectives in order to ensure a discriminate-free work environment.
K10.	Comprehensive knowledge of principles of effective supervision in order to direct and develop Case Records staff and strengthen their abilities, and accomplish the day-to-day operations, etc.
K11.	Comprehensive knowledge of the role, purpose, policies and procedures of the Board of Parole Hearings (BPH) in order to appropriately determine the offenders status, meet time constraints, comply with BPH decisions, apply time assessments, etc.

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K12.	Comprehensive knowledge of the personnel laws, rules and regulations (e.g., FMLA, EAP, Fair Labor Standards Act, Family School Partnership Act, Sexual Harassment Prevention, grievances, MOUs, etc.) in order to comply with laws, rules and regulations, and maintain a harassment-free work environment, etc.
K13.	Advanced knowledge of math computations in order to calculate release dates (e.g., Parole discharge dates, offender release dates, BPH hearing dates, etc.), prepare Budget Change Proposals, workload analysis, etc.
K14.	Broad knowledge of research techniques in order to access information and resources, etc.
K15.	Expert knowledge of the various resource materials available to utilize in order to accomplish day-to-day and the overall goals of the case records functions, etc.
K16.	Extensive knowledge of interviewing techniques in order to conduct a compliance review, hiring interviews, etc.
K17.	Advanced knowledge of the appeals process in order to effectively respond to appeals, inquiries, effectively communicate case information to staff and assist staff in effectively communicating with offenders, etc.
K18.	Expert knowledge of proper access of case records databases and central file security in order to ensure records department deals with security measures appropriately, maintain confidentiality and integrity of the information, accountability, etc.
K19.	Comprehensive knowledge of writing techniques in order to prepare correspondence, accurate and concise reports, etc.
K20.	Advanced knowledge of administrative processes involved in the legal resolution of criminal charges and detainers (e.g., court orders, warrants/detainers, removal orders, Interstate Agreement on Detainers, etc.) in order to provide direction to staff, comply with laws, rules and regulations, public safety, etc.
K21.	Advanced knowledge of the use of office equipment (e.g., release date calculators, computers, etc.) in order to accomplish the day-to-day activities, etc.
K22.	Expert knowledge of laws, rules, regulations, Departmental policies and procedures pertaining to and those impacting the case records operations in order to accomplish the day-to-day operations, provide appropriate direction to staff and others, develop policies and procedures, to ensure coordination with other divisions and law enforcement agencies, etc.

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#	Knowledge, Skill, Ability
	Skill to:
S1.	Skill in analyzing, interpreting, and taking action on legal documents, court orders and offender records, etc. in order to identify sentencing discrepancies, resolve discrepancies and irregularities within offender records, properly record offenders commitments, calculate release/discharge date, comply with court orders, appropriately identify offender, ensure appropriate incarceration, etc.
S2.	Skill in interpreting and applying laws, rules and regulations, Departmental policies and procedures in order to comply with required mandates, etc.
S3.	Skill in effectively preparing/reviewing accurate and concise reports in order to effectively communicate to others, document critical historical data/information, anticipate future needs, respond to management requests, etc.
S4.	Skill in making arithmetical computations in order to develop Budget Change Proposals, statistics, Bill Analysis, etc.
S5.	Skill in prioritizing workload and meet deadlines in order to maintain and manage a multifaceted operation, etc.
S6.	Skill in effectively communicating (verbal and written) in order to provide information and direction, prepare correspondence, train staff, promote and maintain confident and cooperative relationships with others, to meet the Department's vision, values, mission, goals and objectives, to promote collaborative participation and enhance morale and productivity, etc.
S7.	Skill in operating office equipment (e.g., fax, personal computer, calculators, databases, etc.) in order to access, enter, and retrieve information, to accomplish the day-to-day operations, etc.
S8.	Skill in progressively performing more difficult and analytical tasks in the correctional case record-keeping process in order to provide assistance to the field and work in conjunction with other agencies and divisions, ensure appropriate incarcerations and departmental jurisdiction, comply with court orders, etc.
S9.	Skill in planning, organizing, and directing the work of subordinate staff in order to achieve the day-to-day operations and to comply with laws, rules and regulations, etc.
S10.	Skill to effectively contribute to the Department's equal employment opportunity objectives (e.g., respectable treatment of people, sexual harassment prevention, discrimination prevention, etc.) in order to ensure a harassment-free work place environment and create and maintain an equitable work environment, etc.
S11.	Skill in planning, organizing, and administering a major program of division-wide scope in order to comply with legal mandates, meet the Department's vision, values, mission, goals and objectives, etc.

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S12.	Skill to reason logically, make sound decisions and recommendations, creatively use a variety of analytical techniques and resources to complete work assignments and resolve complex operational and supervisory/managerial problems and provide appropriate recommendations to managers in accordance with the Department's vision, values, missions and goals, etc.
S13.	Skill to demonstrate the methods and techniques of supervision/management (e.g., provide direction and training to staff, counseling and appropriate performance evaluations, employee relations, work scheduling and administrative practices, conflict resolution, maintaining excellent hiring practices, etc.) in order to ensure a productive work force and a harassment-free work environment, etc.
S14.	Skill to provide leadership in all situations in order to promote and maintain the Departmental vision, values, mission, goals and objectives, develop an efficient and productive work force, lead a taskforce, etc.
S15.	Skill to provide training to staff in order to create a knowledgeable work force, to enable staff to produce quality work and to enhance and/or provide upward mobility opportunities, etc.
S16.	Skill to project, plan and prepare for future needs (e.g., budgets, staffing, overtime, training, equipment, supplies, etc.) in order to ensure adequate resources to maintain/manage a case records operation, etc.

	Ability to:
A1.	Ability to accurately analyze situations/issues in order to accomplish the day-to-day tasks and the overall operations of the Records Department, etc.
A2.	Ability to learn, understand, retain, and recall a broad range of highly technical data in order to apply it to individual cases, accomplish the day-to-day tasks and the overall operations of the Records Department, provide information, and make sound decisions and recommendations, etc.
A3.	Ability to follow verbal and written direction/instructions in order to accomplish the day-to-day tasks and the overall operations of the Records Department, meet the Department's vision, values, mission, goals and objectives, etc.

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#	Knowledge, Skill, Ability
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	Special Personal Characteristics:
SPC1.	Capacity for assuming progressively greater responsibility in order to accomplish the day-to-day tasks and the overall operations of the Records Department, meet the Department's vision, values, mission, goals and objectives, etc.
SPC2.	Tact in order to effectively communicate and interact with others without causing conflict, etc.
SPC3.	Patience in order to deal with problematic issues, etc.
SPC4.	Leadership qualities in order to provide guidance to others, setting an example for others while being held to a higher standard, etc.

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#	Knowledge, Skill, Ability
	Working Conditions:
WC1.	Willingness to work in a variety of correctional settings.
WC2.	Willingness to work various hours, holidays, and on call to report for duty at any time an emergency arises or as needed.
WC3.	Willingness to read and use potentially graphic or discomfoting information located within central files, and when testifying in court settings.
WC4.	Willingness to maintain a satisfactory record as a law-abiding citizen to effectively perform the duties of the job.
WC5.	Willingness to travel throughout the state and in isolated areas for short periods (e.g., two to three days at a time) and/or extended periods of time (e.g., five or more days at a time).
WC6.	Willingness to abide by and adhere to departmental safety and security policies and procedures/provisions
WC7.	Willingness to accept constructive criticism and corrections in order to work cooperatively with others.
WC8.	Willingness to comply with tuberculosis screening requirements.
WC9.	Willingness to consistently demonstrate the following characteristics during employment with the California Department of Corrections and Rehabilitation: reliability, punctuality, honesty, integrity, empathy towards others, and maintain a calm and professional demeanor without extreme emotional reactions.
WC10.	Willingness to have and maintain a neat personal appearance and hygiene.
WC11.	Willingness to interact professionally by promoting positive, collaborative, working relations among others (e.g., public, contract staff, offenders, and other agency personnel, etc.) from a wide range of cultural backgrounds or lifestyles in the course of completing work tasks and assignments.
WC12.	Willingness to participate in departmental legal activities (e.g., expert witness, defendant, material witness, etc.)
WC14.	Willingness to provide instruction or oversight regarding departmental policies, procedures, standards, and practices to others (e.g., employees, outside consultants, and/or members of the public, etc.)
WC15.	Willingness to respond to changes in the workplace in a positive, professional manner.
WC16.	Willingness to work in a team environment to complete assigned work tasks.
WC17.	Willingness to accept calculated risks and make necessary decisions.

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WC18.	Willingness to work in a high volume fast paced environment to effectively perform the duties of the job.
WC19.	Willingness to wear safety equipment (e.g., protective vests, whistles, etc.)
WC20.	Willingness to work around peace officers armed with chemical agents and/or weapons.
WC21.	Willingness to apprise management of situations, actively participate and voice concerns along with possible resolutions in a tactful manner.

Subject Matter Experts did not rate the Working Conditions but agreed that all of them were necessary to work as a Correctional Case Records Administrator/Chief, Correctional Case Records Services.